



Case Study

IT Partnership Still Going Strong After 17 Years

A cornerstone in the agricultural industry, Loftness Manufacturing has marked 60 years in crafting robust, easy-to-use, and efficient specialized equipment. From the small Midwestern town of Hector, Minnesota, this family-run business continues to push the limits in the fields of agriculture, vegetation management, grain bagging, and more. With products now sold coast to coast across the United States, in Canada, Mexico, Chile, France, Japan, and Australia, Loftness relies heavily on technology to remain as a successful, well-oiled machine.

Dave Davis, Controller, recognizes just how vital technology infrastructure is for Loftness' environment. Loftness needed the peace-of-mind, knowing that their manufacturing technology infrastructure would remain secure and connected 24/7 in order to maintain efficient production.

The Challenge

Loftness operates a 100,000 square foot manufacturing facility, warehouse, and office space with a variety of sophisticated technology. By utilizing state-of-the-art computer-controlled engineering and production tools to manufacture their products, Loftness has been able to increase production and sales. This makes it imperative that Loftness maintains a steady and timely production schedule to meet strict deadlines.

With sales at an all-time high, keeping production technology operational 24/7 was of the utmost importance to Loftness. Unscheduled downtime is certain to harm the production schedule of any company, and Loftness was no exception. Every moment of downtime prevents a well-oiled machine from being productive and results in lost revenue. When Loftness' network is down, manufacturing is at a standstill. With a holistic approach to their technology needs, RDI created a roadmap that ensured Loftness would maintain operational efficiency 24/7.



Loftness Requirements

1. Holistic technology planning and ongoing customer service/IT support
2. Offsite data backups for secure data replication
3. Seamless network collaboration across multiple business settings
4. Reliable, 24/7 Internet connectivity to maximize uptime
5. Enhanced network security to protect manufacturing techniques
6. Secure email services to keep office environment running

The Solution

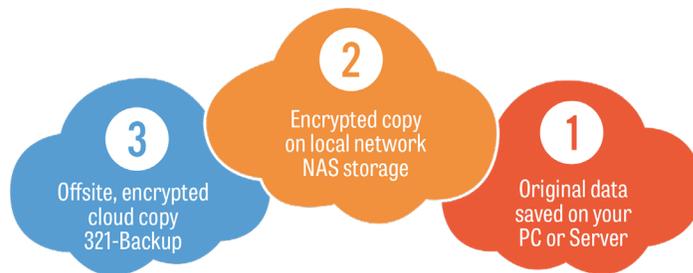
- Network Security and Firewalls
- Colo Rack Space
- Data Backups
- Network Monitoring
- Internet Failover



The Implementation

After creating a holistic technology infrastructure roadmap for Loftness, RDI installed these solutions with minimal interruption to their manufacturing operations, keeping production on schedule. RDI provides both ongoing management and break-fix solutions for Loftness since they operate an extensive manufacturing facility. Three of the most critical services we manage for Loftness is network security with firewall management, RocketFailover® backup connectivity, and secure data backups. Our network security and firewall management services seamlessly integrate with Loftness's existing network, mitigating the risk of security events in which they could lose data or valuable information regarding their manufacturing techniques. "They stay on the forefront of technology and cybersecurity/cyber threats. This directly translates into effective solutions," said Davis.

Industry-leading backup 4G Internet, RocketFailover, was installed for Loftness to eliminate their Internet downtime. RocketFailover ensures that Loftness's manufacturing technologies and offices remain connected 24/7 to keep production on schedule and meet deadlines.



RDI also deployed data backup and disaster recovery safeguards for Loftness. With an increased risk for fires and other disaster situations in a production environment, having multiple sets of backup data is crucial for Loftness. Our data backup service maintains three sets of backups, one set being off-site. This ensures Loftness will always have access to at least one of their 3 data backups in case of a data loss or disaster recovery scenario. RDI not only provided solutions for their manufacturing infrastructure but also their office spaces. Email filtering and defense services were also deployed to protect Loftness from email attacks like ransomware and phishing along with layered defenses to prevent spam mail.

The partnership between Loftness and RDI goes well beyond fixing routine IT issues, "When you work with RDI, you develop a long term partnership with one primary person. So they know your network, your environment, and can quickly take care of issues or projects," claimed Davis. RDI goes above the status quo to become an expert on your network, which translates to fast, cost-effective solutions to keep you operating a max capacity.

The Results

Loftness and RDI have maintained their partnership for many years. With our managed services and ongoing support with break-fix situations, RDI has been able to deliver holistic IT support that's enhanced Loftness's daily operations. "I have engaged and worked with RDI for the last 17 years, and they have always delivered top-notch service, solutions, and assistance. They can handle everything from daily troubleshooting to major technology project implementations that translate into effective solutions at any budget level for their clients," said Davis.